

Chapter 10 “Moving the Sale Forward” Homework

1. What should your focus be in this stage?

- Close the sale by making all necessary refinements to the solution
- Resolve any open concerns blocking the client's final approval
- Negotiate the final terms and conditions with Contracts and Negotiations and Legal Assistance, if required
- Prepare the contracts and obtain the signature of both the client and your company

2. What should you do if your client wants an IBM technician to handle the installation?

Contact IBM Global Services so that an engineer can arrange to install the hardware when it arrives.

3. What should you do if your client wants to do the installation themselves?

Contact IBM Learning Services and enroll the client in training courses that will teach them to do the installation themselves.

4. List and describe the 4 steps to achieve client satisfaction.

- Know your client's business requirements and the personal benefits that he or she will derive from the successful implementation of IBM's solution to solve their business challenge.
- Know what your client expects.
- Deliver a superior client experience.
- Close the loop and ask for more.

5. What are a few benefits of a Decision Support Plan?

- Build increasing client buy-in and alleviate client concern by identifying and managing risk
- Help Team IBM manage the sell cycle and evaluation process to create a competitive advantage
- Provide opportunities for Team IBM to demonstrate unique business value
- Document and forecast IBM and client resource requirements
- Identify and address major concerns through the organization
- Help ensure a decision with company-wide support
- Help ensure that the client realizes expected benefits and return on their investment